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OFFICIAL

Company: USPTO

From: Wendy W. Koba

Attention: K.S. Lin

Pages including cover sheet: 6

Fax No.: 703-872-9306

Date: March 1, 2004

Re: Serial No. 09/428,363

☒ Urgent ☐ Please review ☐ Please Comment ☐ Please Reply ☐ For your information

Case Name: Burg 113571

Serial Number: 09/428,363

Filing Date: October 27, 1999

Group Art Unit: 2154

Examiner: K. S. Lin

Title: Delivery of Call Queue Messages for Calls Launched from the Internet

In response to a Non-final office action dated November 28, 2003, attached please find the following documents:

1. Transmittal Form (1 page)
2. Certificate of Transmission under 37 CFR 1.8 (1 page)
3. Claims as Amended (1 page)
4. Amendment (2 pages)

Respectfully submitted,

*Wendy W. Koba*  
Wendy W. Koba, Esq.

PTO/SB/21 (08-03)  
Approved for use through 07/31/2006. OMB 0651-0031  
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	09/428,363
	Filing Date	October 27, 1999
	First Named Inventor	F. Burg
	Art Unit	2154
	Examiner Name	K.S. Lin
Total Number of Pages in This Submission	Attorney Docket Number	113571

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Group
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input checked="" type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Change of Correspondence Address	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Terminal Disclaimer	Certificate of Transmission
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> Request for Refund	Under 37 CFR 1.8
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> CD, Number of CD(s)	
<input type="checkbox"/> Response to Missing Parts/Incomplete Application	Remarks	
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53		

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm or Individual name	Wendy W. Koba
Signature	Wendy W. Koba
Date	3/1/04

CERTIFICATE OF TRANSMISSION/MAILING		
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.		
Typed or printed name	Wendy W. Koba	
Signature	Wendy W. Koba	Date 3/1/04

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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## Certificate of Transmission under 37 CFR 1.8

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office

on March 1, 2004  
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Wendy W. Koba  
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Wendy W. Koba  
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Reply to Office Action for  
Serial No. 09/428,363

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IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

CASE Burg 113571

SERIAL NO. 09/428,363

GROUP ART UNIT 2154

FILED October 27, 1999

EXAMINER K.S. Lin

TITLE Delivery of Call Queue Messages for Calls Launched from the Internet

COMMISSIONER OF PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

SIR

Enclosed is an amendment in the above-identified application:

☒ No additional fee is required, as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	<u>23</u>	MINUS	<u>27</u>	<u>0</u>		
INDEPENDENT CLAIMS	<u>2</u>	MINUS	<u>2</u>	<u>0</u>	X \$18	<u>0</u>
MULTIPLE DEPENDENT CLAIM(S) First presented with this amendment, if applicable	<u>0</u>		<u>0</u>	<u>0</u>	X \$290	<u>0</u>
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						<u>5 0</u>

Respectfully,

Wendy W. Koba  
Wendy W. Koba  
Reg. No. 30509  
Attorney for Applicant(s)  
610-346-7112

Date: 3/1/04